

PAID FAMILY LEAVE INSURANCE: MEDICAL PROVIDERS

Frequently Asked Questions (FAQs)

1. What is the medical provider's role in the Paid Family Leave claim filing process?

As your patient's treating physician or practitioner, you determine if your patient's physical or mental health condition is serious and thus warrants care from a family member. This determination must be documented in Part D, Doctor's Certification, of the Claim for Paid Family Leave (PFL) Benefits, DE 2501F, claim form. A facsimile of the claim form can be viewed at www.edd.ca.gov.

A claim for benefits is made by the family member providing care for a child, spouse, parent, or domestic partner. Your patient is the care recipient; the care provider is the claimant.

2. In addition to certifying to a serious health condition, what other information will I be asked to provide?

The Doctor's Certification portion of the claim form requests the following information concerning your patient:

- Whether your patient requires care by the care provider,
- A diagnosis and the corresponding ICD code,
- The date your patient's condition commenced,
- The first date care is needed,
- How many total hours of care per day is needed, and
- The date your patient will no longer require care by the care provider as well as the date you expect your patient to recover.

3. Is a medical certification required on claims for bonding with a new child due to birth, adoption, or foster placement?

No. Bonding claims do not require a medical certification.

4. Who can complete the Doctor's Certification portion of the DE 2501F claim form?

The Doctor's Certification can be completed by a licensed medical or osteopathic physician and surgeon, chiropractor, dentist, podiatrist, optometrist, designated psychologist, or an authorized medical officer of a United States Government facility. In addition, the need for care may also be certified by a duly authorized and accredited practitioner of a bona fide church, sect, or denomination on the Practitioner's Certification for Paid Family Leave (PFL) Benefits, DE 2502F, form.

5. What constitutes a serious health condition for the purposes of Paid Family Leave?

A serious health condition means an illness, injury, impairment, or physical or mental condition of your patient that involves inpatient care in a hospital, hospice, or residential medical care facility. This includes any period of incapacity (e.g., inability to work, attend school, or perform other regular daily activities) that lasts three or more consecutive calendar days or any subsequent treatment in connection with such inpatient care; or continuing treatment by a physician or practitioner.

6. What conditions are not considered serious for the purposes of Paid Family Leave?

Unless complications arise, cosmetic treatments, the common cold, influenza, earaches, upset stomach, minor ulcers, and headaches other than migraine, are examples of conditions that do not meet the definition of a serious health condition for purposes of Paid Family Leave.

7. Where can I find additional information regarding the term “serious health condition” as it pertains to the Paid Family Leave insurance program?

Pending regulations pertaining to the Paid Family Leave insurance (formerly known as Family Temporary Disability Insurance) program include a section on “serious health condition” as well as information on independent medical examinations, claim filing requirements, and definitions of terms. These pending regulations can be viewed at www.edd.ca.gov/prind.htm.

8. Can a care provider claim benefits for days prior to the date that you, the medical provider, determine is the date care is first needed?

Although benefits may be claimed for days prior to the date that care is first needed, benefits will not be paid for those days. Benefits will not be paid for days preceding the date you certify care is first needed.

9. Will the EDD request medical information other than that requested on the Doctor’s Certification portion of the claim form?

The law provides that the EDD may request additional medical evidence to supplement a first or continued claim. Information requested may include a diagnosis, identification of symptoms, or a statement that further describes the facts of the care recipient’s serious health condition that warrants care. The EDD can also require the care recipient to submit to an independent medical examination.

10. How can I be assured that I am authorized to release my patient’s personal health information to the EDD and the care provider?

Your patient must sign the Care Recipient’s Authorization for Disclosure of Personal-Health Information, which is on pages 2 and 3 of the Claim for Paid Family Leave (PFL) Benefits, DE 2501F, claim form. Likewise, in the event that EDD subsequently requests supplemental medical information, your patient must sign the authorization on the Request for Additional Medical Information, DE 2547DF, form.

11. Is the medical provider required to complete his/her portion of the claim within specified timeframes?

No. Although medical providers are not bound by filing timeframes, delays in completing the form will delay payment of benefits to claimants. The claimant (family member providing care) is responsible for filing with the Department a complete claim form within specified timeframes. If there is delay on your part, include an explanatory note with the form so that the claimant will not be held responsible for the delay and potentially lose benefits.